



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications of Illinois, Inc.**  
**for quarter ending December 31, 2009**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.10	2.80	2.37
B. Operator Answer Time - Information [730.510(a)(1)]	8.13	7.12	8.18	7.81
C. Repair Office Answer Time [730.510(b)(1)]	11.00	12.00	10.00	11.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	11.00	24.00	15.00	16.67
E. Percent of Service Installations [730.540(a)]	100.00%	89.89% *	92.00%	93.96%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	88.89% *	91.30% *	85.71% *	88.64% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.20	1.50	2.00	1.57
H. Percent Repeat Trouble Reports [730.545(c)]	7.00%	2.00%	4.00%	4.29%
I. Percent of Installation Trouble Reports [730.545(f)]	3.39%	1.12%	2.67%	2.39%
J. Missed Repair Appointments [730.545(h)]	5	3	9	6
K. Missed Installation Appointments [730.540(d)]	0	9	6	5

**Comments**



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